

Single Stream Study

Spring 2007

Olney

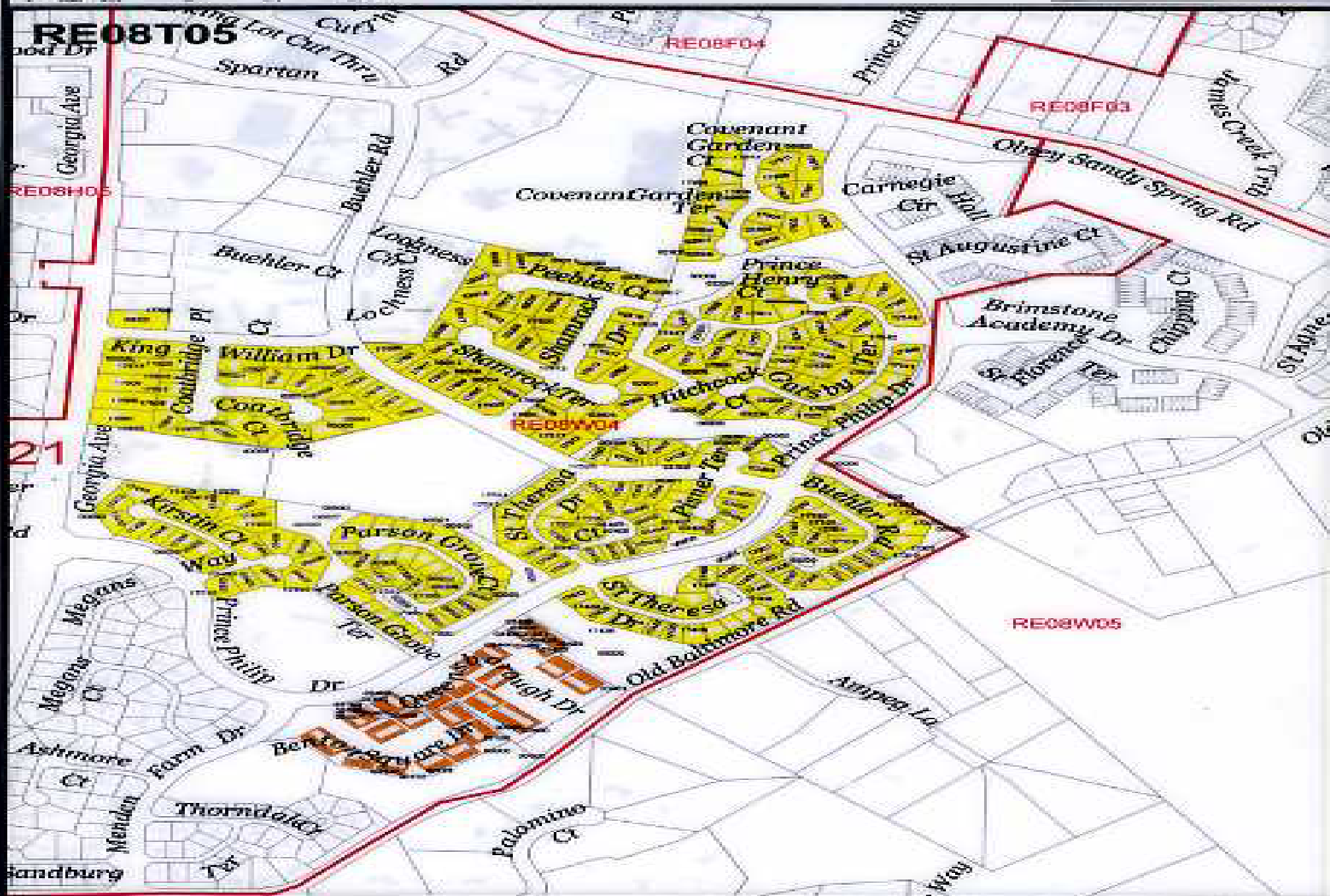
SINGLE STREAM DEMO

Division of Solid Waste Services
Montgomery County, Maryland
January 30, 2007



Olney Area - Recycle Area 8
414 Residential Accounts
315 Single Family Houses
99 Townhouses

new_prop LANDUSE CODES	
	111 Single Family
	116 Townhouse



Timeline

- Baseline data collected 3/7/07-3/28/07.
- Single stream flyer distributed on 3/28/07.
- Single stream data collected 4/4/07-5/23/07.
- Single stream flyer redistributed to dual stream recyclers on 4/11/07.
- Survey card/flyer announcing end of single stream study distributed on 5/23/07.
- Second survey card given to residents still single streaming on 5/31/07. (16)
- Reminder note left to residents still single streaming on 6/6/07. (5)

Baseline-March 2007

<i>Date</i>	<i>Percentage of Residents Recycling</i>	<i>Pounds of Recyclables Per Participating Residence</i>	<i>Minutes to Complete Route</i>
3-7-07	58.7	20.5	122
3-14-07	72.0	23.8	161
3-21-07	63.0	20.0	137
3-28-07	63.3	24.4	n/a
<i>Baseline Average</i>	64.3	22.2	140



Single Stream Flyer Distribution



03/28/2007



New Recycling Procedures Starting: April 4, 2007.

Dear Resident,

Your neighborhood was selected to participate in an eight-week study of an alternate recycling program.

What will change?

From April 4 through May 23, 2007, you may mix all of your recyclables in the same container. This means no more separating your paper from your glass, plastic and metal. You may place all of your recyclables into one blue cart or blue bin and set it at the curb for collection.

When will this start?

Starting March 29, you may combine the paper and other recyclables into one container as you collect them in your home in preparation for your April 4 recycling collection.

What happens at the end of the study period?

At the end of May, we'll send you a reminder to go back to separating your recyclable paper from your glass, plastic and metal items. We'll include a postage-paid survey card asking for your opinion of the alternate recycling program.

As always please remember to have your material at the curb by 7 a.m. on your collection day.

Thanks for participating in this study. If you have questions about this study, please contact me at 240-777-6460.

Lina Paz
Division of Solid Waste Services

Single Stream-April/May 2007

<i>Date</i>	<i>Percentage of Residents Recycling</i>	<i>Percentage of Recycling Residences Using Single Stream</i>	<i>Pounds of Recyclables Per Participating Residence</i>	<i>Minutes To Complete Route</i>
4-4-07	63.0	70.9	22.8	139
4-11-07	67.6	64.3	21.1	n/a
4-18-07	61.6	78.8	20.2	147
4-25-07	75.6	55.3	21.3	176
5-2-07	71.0	67.7	22.4	157
5-9-07	73.2	66.9	20.2	157
5-16-07	70.5	69.5	19.9	155
5-23-07	65.7	63.6	22.8	132
Single Stream Average	68.5	67.1	21.3	151.9



Recycling Participation

- Baseline 64.3%
- Single Stream 68.5%

Recycling Pounds Per House

- Baseline 22.2
- Single Stream 21.3


Route Completion

- Baseline 2 hours 20 minutes
- Single Stream 2 hours 32 minutes

Residue

- Baseline 3.54%
- Single Stream 3.13%

Thank You for Participating in Our
Alternate Recycling Method Study!



Thank You for Participating in Our Alternate Recycling Method Study!

Today was the last day we would like you to set your paper and cardboard at the curb mixed with your plastic, paper, glass bottles and metal food/beverage containers. For your collection next week, we need you to go back to putting your papers at the curb. In your blue cart, paper bag, box with a lid or banded with tape as you were doing prior to this study — and to put your plastic, glass and metal in your blue bin — separate from the rest.

We appreciate your participation in this study and would like you to prepare your alternate recycling method you practiced in the past eight weeks. Please fill out the attached POSTAGE-PAID card. Simply fold the card in half and place it in your blue bin.

Again, please remember that starting
— the WEEK OF MAY 28, 2007 —
paper and cardboard

Again, please remember that starting on the WEEK OF MAY 28, 2007, you will need to use the new paper and

05/23/2007



Thank You for Participating in Our Alternate Recycling Method Study!

Today was the last day we would like you to set your paper and cardboard at the curb mixed with your plastic jugs, glass bottles and metal food/beverage containers. For your collection next week, we need you to go back to putting your paper at the curb in your blue cart, paper bag, box with a lid, or bundled with twine as you were doing prior to this study – and to put your plastic, glass and metal in your blue bin – separate from the paper.

We appreciate your participation in this study and would like you to provide us with your thoughts regarding the alternate recycling method you practiced in the past eight weeks. Please write your comments on the other side of this POSTAGE PAID card. Simply fold the card in half when complete, tape closed and drop in the mail.

Again, please remember that starting with your next recycling collection day – the WEEK OF MAY 28, 2007 – we need you to start separating your paper and cardboard from the other recyclables.



MONTGOMERY COUNTY, MARYLAND
DIVISION OF SOLID WASTE SERVICES
101 MONROE ST
ROCKVILLE MD 20897-5044

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 88 ROCKVILLE MARYLAND

DEPARTMENT OF PUBLIC WORKS & TRANSPORTATION
DIVISION OF SOLID WASTE SERVICES
101 Monroe Street, 8th Floor
Rockville, Maryland 20850



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Thanks again for participating in our recycling study.
Please take a few moments and give us your thoughts (good and bad)
about the recycling method that you were testing.

Just a reminder to please resume separating your paper and cardboard
from your plastic, glass and metal for collection
the week of May 28, 2007.

Survey Results

- 63.5% preferred single stream method.
- 23% were neutral.
- 13.5% preferred dual stream method.
- 12.8% of residents returned survey.

Positive Feedback

- “If you never had ice-cream you would never miss it, well you have given us ice-cream with the recycling study and we loved it!!! Please do not make us go back to the old method of separating the paper from the other items. Please implement the alternate recycling method-it was a great success!!!! Thank you for looking at ways to make the recycling program better. You have found a way!!!”

Positive Feedback

- “I believe that mixing paper/cardboard with the plastic and cans encouraged me to recycle more paper/cardboard. When they must be separated it is more effort on my part.”
- “I found it very convenient and less intrusive by having only one collection container.”

Neutral Feedback

- “Whatever way works best for your operation will be supported by this household.”
- “Whichever method makes economic sense for the County is the one that should be selected.”
- “Either method works. What’s least expensive?”

Negative Feedback

- “We cannot throw everything in the big blue can with wheels. As it is, we normally fill this can with paper recycling each week. We also fill one or two of the tubs each week with glass, plastic & cans.”
- “I thought the big blue bin was too heavy to pull to the curb with the glass combined with paper. I usually fill the blue bin with paper and would need two bins anyways to fit the plastic/glass in.”



Dear Resident,

I noticed during today's recycling collection that you are mixing your plastic, bottles, and cans with your paper. Please note that the recycling study we conducted in your neighborhood the past two months ended two weeks ago, and we are no longer able to collect your paper and other recyclables together. Please resume sorting your plastic, glass and metal items into your blue bin, and putting your paper in your blue cart, paper bag, box with a lid, or bundled together. As a courtesy we collected your material today, but will have to reject any future set-outs as unacceptable that are mixed. While we greatly appreciate your participation in our alternate recycling method study we do need you to resume the traditional recycling manner at this time. Please feel free to contact me or our study hotline at 240-777-6460 if you have any questions.

Sincerely,

Kelleen Boyle
Division of Solid Waste Services
240-777-6417
Kelleen.boyle@montgomerycountymd.gov

Collector Comments

- Split hopper vehicles more expensive to purchase and twice as expensive to maintain.
- Increased cart use should reduce worker injuries.
- Single container use should increase route efficiency.
- Fewer sweeps of single hopper.
- Single stream could mean smaller collection vehicles.

Field Staff Comments

- Increased cart use would reduce litter before collection.
- Neighborhood looked neater with just a single container at the curb post collection.